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**REDACTED—FOR PUBLIC INSPECTION**

November 26, 2018

**By ECFS**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, D.C. 20554

**Accepted / Filed**

NOV 26 2018

Federal Communications Commission  
Office of the Secretary

**RE: PS Docket No. 11-60**

Dear Ms. Dortch:

DOCKET FILE COPY ORIGINAL

Please find attached a *redacted* public version of AT&T's written response to the November 6, 2018 letter from Lisa M. Fowlkes, Chief, Public Safety and Homeland Security Bureau, to Joan Marsh, Executive Vice President of Regulatory and State External Affairs, AT&T, in the above-referenced docket.

One original and four copies of the *confidential* version of AT&T's response (including the Appendix and Attachments 1-4 to the Appendix) along with a Statement pursuant to 47 C.F.R. § 0.459(b), as well as copies of the *redacted* version of AT&T's response, have been concurrently filed via hand delivery.

If you have any questions regarding this submission, please contact me. Thank you for your attention to this matter.

Sincerely,

Christi Shewman

Enclosures

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**REDACTED—FOR PUBLIC INSPECTION**

November 26, 2018

**VIA ELECTRONIC FILING & HAND DELIVERY**

Lisa M. Fowlkes  
Chief  
Public Safety and Homeland Security Bureau  
Federal Communications Commission  
445 12th Street SW  
Washington DC 20554

**Accepted / Filed**

**NOV 26 2018**

*Federal Communications Commission  
Office of the Secretary*

**Re: PS Docket No. 11-60**

Dear Ms. Fowlkes:

AT&T appreciates the opportunity to respond to your November 6, 2018 letter to Joan Marsh of AT&T, seeking information about AT&T's implementation of the Wireless Resiliency Cooperative Framework (Framework). During the two years in which the Framework has been in place, it has been thoroughly tested due to an exceptional number of devastating natural disasters during that period. AT&T, and the industry more broadly, now have valuable experience that demonstrates that the Framework performs well, even under the most difficult circumstances.

From provisioning the first 911 call to deployment of FirstNet, AT&T has a long history of mobilizing its considerable expertise and assets in support of public safety and First Responders. We do so, not only when disaster strikes, but on a daily basis. To that end, AT&T shares the Commission's commitment to promoting resilient and robust communications networks that can withstand even the most catastrophic disasters. We have invested billions of dollars in our networks to help plan and prepare for emergencies, and our work has paid off. AT&T's wireless network has proven remarkably resilient in the face of natural disasters and other emergencies. Over the past two years, millions of Americans have relied on AT&T's wireless services to access important emergency services, help neighbors in need, and connect with friends and family during times of crisis. AT&T's commitment to disaster recovery did not begin or end with the Framework. AT&T valued network resilience and invested in its network restoration efforts long before the Framework. Indeed, AT&T's experience with disaster recovery best practices was incorporated into the Framework and has been integral to the Framework's success.

There is no better example of AT&T's leadership in this area than AT&T's National Disaster Recovery (NDR) program. Since inception of the NDR program in 1991, AT&T has invested more than \$600 million in its U.S. NDR program and another \$15 million internationally. Team members have spent more than 145,000 working hours on field exercises and deployments over the last two decades. AT&T is the first company nationwide to receive United States

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Department of Homeland Security's (DHS) Private Sector Preparedness Program (PS-Prep) certification. Every year, AT&T's NDR team successfully responds to significant emergencies in addition to those that are ESF-2 declared/DIRS activated, including wildfires, hurricanes, floods, tornadoes, earthquakes and mudslides—sometimes responding to more than one emergency concurrently. Right now, we have teams and equipment deployed to restore communications as quickly as possible for citizens and First Responders battling the devastating wildfires in California.

These teams work under the most difficult conditions to support First Responders, our customers, and other providers. For example, during and after Hurricane Maria, AT&T overcame unprecedented challenges to restoring and sustaining communications networks, coupled with the logistical challenges of moving personnel, equipment, and support resources (such as food, water, medical supplies, fuel, and security) to islands with destroyed transportation and electrical infrastructure. During the five-month deployment, AT&T's NDR team:

- deployed [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Satellite Cell on Light Trucks (Sat-COLTs), [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Emergency Communications Portable (ECP) units (provided backhaul for cell sites), [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Emergency Communications Vehicles ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] provided cell backhaul), [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION], and six charging station trailers.
- deployed and continually refueled nearly 600 generators to cell sites and network sites (both pre and post-storm) throughout Puerto Rico and U.S. Virgin Islands.
- completed five cargo jet and 32 ship trips carrying equipment to Puerto Rico and U.S. Virgin Islands (nearly 200 truck-loads full of network gear). We continue to send additional supplies as necessary.
- had more than 1,000 team members on the ground in Puerto Rico and U.S. Virgin Islands, and stateside working on recovery and restoration efforts.

Moreover, AT&T used cutting-edge technology to restore services as quickly as possible, including using drones, participating in Project Loon, and creating an arrangement with Vanu. AT&T's efforts often go beyond its core communications responsibilities. For example, during recovery from Hurricane Maria, AT&T shared resources, such as bunk trailers and food supplies, with federal and local agencies in the field. Hurricane Maria was the most demanding test so far of the industry cooperation envisioned by the Framework, which resulted in extensive coordination, mutual aid, and roaming (as discussed in more detail in the Appendix) between providers for the public good.

The most recent hurricanes, Michael and Florence, demonstrated that AT&T's close working relationships with federal, state and local governments make a difference in times of crisis. Before Hurricane Michael's landfall, AT&T began working with the federal government, and state and county Emergency Operating Centers (EOCs) to prepare. Throughout the event and continuing today, AT&T has remained in regular communication with EOCs to facilitate ongoing

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recovery work and to coordinate AT&T's efforts in response to state and local priorities. As needs were determined, AT&T immediately began restoration and recovery efforts, including:

- coordinating placement of disaster recovery resources and assets, including the placement of generators to cellular towers and the placement of FirstNet Sat-COLTS/Satellite Cell on Wheels (Sat-COWS);
- providing over [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] working FirstNet handsets to County EOCs and various First Responders; and
- finding alternative methods to deliver 911 calls to PSAPs in Florida due to significant outages by the PSAP's existing wireline service provider.

AT&T was recognized by Florida elected officials, at both the state and county level, for its immediate responsiveness.

AT&T had similar results in North Carolina during Hurricane Florence. Because AT&T was embedded in the state EOC, it was able to quickly deploy a Sat-COW to an affected area before the roads became impassable, which allowed First Responders in the initial impact area to communicate until the wireline network could be restored. By collaborating closely onsite at the state EOC, AT&T and 911 administrators were able to reroute 911 calls from disabled PSAPs to other areas of the state that were not impacted, enabling calls to be handled and dispatched without calls being lost. Working with DHS and the National Park Service (NPS), AT&T deployed a Sat-COLT to provide communications service to NPS for the duration of the event, enabling NPS to coordinate activities along the Outer Banks of North Carolina.

As demonstrated in these and many other disasters, AT&T's disaster response capabilities are unmatched. And from all of this work, AT&T has learned a critical lesson: natural disasters and emergencies can impact wireless networks and services in vastly different ways. Affording wireless providers flexibility to tailor their network resiliency and continuity of service plans to meet the unique needs of individual localities is thus critical to effective disaster response. The continued availability of mobile wireless services during disasters has been partially due to the flexibility inherent in the Framework. As the experience of AT&T and others has confirmed, the Framework has been a success and the Commission should continue to support it.

The attached Appendix includes AT&T's detailed after-event summary for 2017-18. Please do not hesitate to contact me if you have any questions about this submission.

Sincerely,

/s/ Joseph P. Marx  
Assistant Vice President, AT&T Services, Inc.

cc: Jeffery Goldthorp  
Renee Roland

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

**Identify each event by date, location, and type of disaster and include specific information related to the way AT&T fulfilled reasonable roaming and mutual aid prongs of the Framework.**

*This Appendix provides the detailed responses for the each of the events listed below in which ESF-2 and DIRS were activated.*

- Hurricane Harvey (August 25 – September 5, 2017)
- Hurricane Irma (September 6 – September 18, 2017)
- Hurricane Nate (October 8 – October 9, 2017)
- Hurricane Maria (September 20, 2017 – March 23, 2018)
- Hurricane Lane (August 22 – August 26, 2018)
- Hurricane Florence (September 12 – September 24, 2018)
- Hurricane Michael (October 9 – October 26, 2018)

*All roaming under disaster requests are covered at a high level under the same terms as the general roaming agreements between the national carriers. There are no formal signed agreements in place that are specific -and limited - to mutual aid and roaming under disaster situations for ESF-2/DIRS Events. Existing roaming agreements that may be in place prior to any significant event continue to be honored (via contract) and are not modified as the result of the event. The requests for roaming under disaster and mutual aid are handled via an informal process that allows requests to be submitted to AT&T via email or phone to start the evaluation process. This process allows the requests to be addressed in a very rapid process. AT&T believes this response provides all requested information about mutual aid requested and provided. However, due to the informal nature of these requests in the field, some mutual aid requests and offers may not have been documented.*

*The normal process that AT&T uses for mutual aid requests include the following:*

1. *There is an external request process in place as part of the National Security Emergency Preparedness Team (part of the Global Technical Operations Center). That team receives requests for COWs and COLTs and the NSEP team will evaluate the request based on availability and other factors. These factors include the number of end users in need of connectivity, an assessment of the existing wireless coverage in the impacted area, and potential competing requests.*
2. *There is a less formal process where other carriers may request mutual aid (such as generators) that is handled by the National Coordinating Council. If AT&T receives such a request, we evaluate the request for availability and are usually able to accommodate such requests if the asset is available and not required for another outage.*

*The normal process that AT&T uses to prepare for roaming requests for hurricanes include the following:*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

1. AT&T proactively reaches out to other wireless carriers (e.g., TMO, VZW, Sprint) to share Location Area Code<sup>1</sup> (LAC) coverage maps in the event we need to open up a LAC for roaming.
2. Requests are received from a wireless carrier via the Roaming team or may be routed to that team from the AT&T Representative in the NCC, the local external affairs team, or federal regulatory external affairs team.
3. The Radio Access Network (RAN) engineering teams and local markets assess the network's health prior to allowing any LAC openings or new service requests. The RAN engineering teams request a usage forecast from any operator who seeks to roam on our network to assure ourselves that the added traffic will not overwhelm our network and significantly degrade service to our subscribers. The RAN engineering Assistant Vice President is responsible for approval to proceed.
4. As part of our Business as Usual (BAU) process once any network change (LAC openings or new service launches) occurs, the Roaming Operations team monitors the network and sends daily usage reports to RAN engineering, market personnel, carrier relations, and roaming operations personnel until the roaming services are discontinued.

All of the ESF-2/DIRS events listed as part of this appendix were hurricanes and our Global Technology Operations Center (GTOC) put together a generic checklist that is used for Hurricane preparedness. This checklist is updated on a regular basis and it lists the critical tasks that need to be evaluated by organization for hurricanes with the potential to hit the US, its territories or Mexico. This checklist is included in Attachment 1.

Also included for reference are copies of the most recent Access Letter for Hurricane Michael that we received from the National Coordinating Center for Communications (Attachment 2), the most recent Debris Removal Letter for Hurricane Michael (Attachment 3), and the most recent Fueling Letter for Hurricane Michael (Attachment 4).

In addition, a Glossary of Terms defining the abbreviations and acronyms used throughout this narrative is included at the end of this Appendix.

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<sup>1</sup> A Location Area Code roughly translates into a group of cells used for signaling purposes.

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

Hurricane Harvey (August 25 – September 5)

Summary of the Event

Hurricane Harvey was the eighth named storm, third hurricane, and first major hurricane of the 2017 Atlantic hurricane season. Harvey developed from a tropical wave to the east of the Lesser Antilles, reaching tropical storm status on August 17. As Harvey approached the continental United States, it began to rapidly intensify on August 24, regaining tropical storm status and becoming a hurricane later that day. While the storm moved generally northwest, Harvey's intensification phase stalled slightly overnight from August 24–25; however, Harvey soon resumed strengthening and quickly became a major hurricane and attained Category 4 intensity later that day. Hours later, Harvey made landfall at San José Island, Texas, at peak intensity, followed by another landfall at Holiday Beach at Category 3 intensity. Afterwards, rapid weakening ensued, and Harvey had downgraded to a tropical storm as it stalled near the coastline, dropping torrential and unprecedented amounts of rainfall over Texas. On August 28, it emerged back over the Gulf of Mexico, strengthening slightly before making a fifth and final landfall in Louisiana on August 29. As Harvey drifted inland, it quickly weakened again as it became extratropical on September 1, before dissipating two days later.

- **Include a detailed list of both mutual aid and roaming agreements that AT&T had in place for each of the events, the names of the parties to the agreements, whether AT&T modified these agreements depending on the scope, location, and/or duration of the disaster, how AT&T operationalized each of these agreements, and what, if any, impediments AT&T faced in implementing or honoring these agreements.**

*AT&T did not receive any requests for mutual aid or roaming under disaster from any operators during Hurricane Harvey. There was discussion about potential roaming prior to the event with [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] but there was no request to enable roaming once the event began. AT&T made no requests for mutual aid or roaming under disaster to another wireless carrier.*

- **Describe any instances in which either AT&T or another carrier declined a request for mutual aid or roaming and the surrounding circumstances.**

*AT&T did not decline any requests for mutual aid or roaming under disaster from any operators during Hurricane Harvey. AT&T did not request of another carrier, and therefore no requests were denied, for mutual aid or roaming under disaster.*

- **Describe the extent to which AT&T implemented the CTIA Best Practices for Enhancing Emergency and Disaster Preparedness and Restoration during each event.**

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

*The following provides an overview of the preparation for Hurricane Harvey in the South Texas, Louisiana, Tennessee and Kentucky Markets. This includes the details from the GTOC – Event Management email for Hurricane Harvey as of August 26, 2017.*

GTOC Emergency Management Preparedness & Response (EMP&R)

*Business Continuity Planning & Response*

- GTOC-SC Business Continuity is monitoring the storm
  - The Geolink Predictive Polygon for TX & LA has been posted to the blog
- There are approximately [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] employees in the potentially impacted area
- The TechOps EMC is actively communicating with its members and is prepared to activate if necessary
  - EMC Advisory
- At this time, no requests for assistance have been received and no OBCPs have been activated

*Emergency Management/NSEP (National Security Emergency Preparedness)*

- The SOUTH-TX (South Texas) LRC activated this afternoon
- The Gulf LRC has not activated, but is monitoring the storm because it has the potential to impact LA, AL, and MS
- NSEP has not identified any credentialing or access related issues

*Network Disaster Recovery (NDR)*

- NDR is deploying [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] satellite COLTs, [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] ECVs, and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] charging stations to a staging yard in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] (ETA 8/25)
- NDR will continue to monitor the storm and is prepared to respond if necessary
- AT&T Weather Operations Center (AWOC)
- Looking for potential impact related to inland flooding

*GTOC National Coordinating Center (NCC):*

- An NCC Watch (provided by DHS) is in place
- Obtained Access Credentialing Letter - Harvey Access Letter

Technical Field Services (TFS)



Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *Employees have been sent information on inclement weather reporting and YES Okay*
- *Equipment Preparations*
  - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *at risk sites have been reviewed with the assistance of CRE*
  - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *offices have been sandbagged*
  - *Water barriers have been placed at [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *MTSOs*
  - *The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] MTSO in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] has had plastic sheeting placed and has been sandbagged*
  - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] MTSOs in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] have water absorbing bags in place, and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] has additional plastic sheeting and taping*
    - *Both Houston MTSOs will be manned 24 hours a day for the weekend*
  - *The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] MTSO in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] has had the loading dock sand bagged*
- *Vehicles*
  - *Vehicles will be fueled on Friday*
  - *Company vehicles will be moved from low lying garages on [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] to higher ground in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *Power Technicians*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *additional power technicians and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] additional power manager will be staged in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] for additional support*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] (contractors) have been contacted for generator support*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *(contractor for fueling issues) is standing by*
- *Dispatch*
  - *Impacted areas:*
    - *Texas Southeast: Houston/Beaumont*
    - *Texas Southwest: Austin, Corpus Christi/Victoria and San Antonio*
  - *Scheduling:*
    - *Move all technicians from Sunday scheduled day to work their second NS day*
  - *Productivity:*
    - *Expect productivity to increase on Wednesday and gradually trend up to normal levels by Friday 9/1*
    - *Working with Force Load to prioritize work Saturday, Sunday and Monday tickets as appropriate*
    - *Current expected BAU date is September 6<sup>th</sup>*
  - *Intake:*
    - *Projected intake to increase by [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] through Thursday*
  - *Communication Plan:*
    - *To hold calls twice daily with NSG, Force Load, Capacity Planning and the Field*
    - *Update plan daily*
    - *Twice daily to provide number details through storm protocol for leadership*

C&E Mobility (Southeast)

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

*Network Topology for LA:*

- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *cell sites*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *have collocated permanent generators*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *portable generators at [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] different staging areas*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *in AL & MS*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *HQ portable generators are on route from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *Additional [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] HQ portable generators in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] if needed*

*Implementation:*

- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *CoWs/CoLTs in AL/MS/LA market, with most in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*

*MCAC (Mobility Contact Administration Center):*

- *Responsible for permanent generator readiness*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *vendor is working to handle all outstanding generator fail and low fuel alarms within the targeted markets*
- *Those that cannot be repaired by COB tomorrow will be communicated to the Operations team.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *MCAC resources are staffed to handle multiple market SIR events, even into the weekend.*

*Fleet:*

- *Responsible for portable generator and vehicle readiness*
- *Portable generator assets (numbers noted above) are tested and ready to go*
- *All are fueled to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and ready to deploy as needed*

*MVDT (Mobility Vendor Dispatch Team):*

- *Responsible for port generator deployment, refueling and recovery*
- *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] vendors are ready to go and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] have been contacted and put on alert*
- *Vendors know where all of our assets are and how to access them and are ready to go.*
- *Vendors are staffed to handle multiple SIR events in multiple markets through the weekend.*

*Supply Chain:*

- *Critical material spares are being verified*

*Sat Phones:*

- *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] in market - tested and ready to go*

*Site Triage:*

- *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] AL/MS/LA Field Engineers have been identified for remote triage of sites – helping assign alarms into power, transport or physical damage categories of restoration opportunity.*
- *Polled Field Engineers in the targeted areas to identify any low-lying sites.*

*Employees:*

- *Allow employees in the forecasted impact areas to take personal time today, if needed.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *Employees are being recovered on Emergency Condition Policy reporting expectations, Yes/OK procedures and applicable safety practices.*

C&E Mobility (Southwest)

*Mobility Operations:*

- *Team continues to perform cell site checks to include:*
  - *Check fixed generators for readiness and fuel*
  - *Repair any service-impacting alarms on site*
  - *Identify/repair any leaking roofs/floors*
  - *Remove loose debris from outside shelter*

*Mobility Contact Administration Center:*

- *Has procured the following vendor support crews:*
  - *Tower repair: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
  - *Debris removal: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *Technicians have increased from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
  - *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] in-market managers - additional [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] on standby*
  - *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] managers outside of the market are available*
- *There are [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] portable generators staged in strategic locations for faster response*
  - *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] portable generators are on standby outside of the market, but within [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] hours driving distance*
- *Coastal Sites:*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *coastal sites have been identified*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *have fixed generators*
- *Positive contact has been made with* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *sites*
- *Remaining sites are being contacted*
- *Contacted the NDR team for support items:*
  - *COW/COLTs*
  - *Lighting trucks*
- *Hosting twice daily sync calls with the DR team and Center support teams (MVDT, MCAC, RRC, MNDC, MPHT) roles and responsibilities discussed to ensure everyone is aware of their roles*
- *Daily discussions with the Wireline counterparts for DEG, Construction and Technical Field Services to ensure leveraging synergies for fueling needs, staging yard support, equipment sharing, etc.*

*C&E Digital Electronics Group (DEG) (MS/LA/TX)*

*LA:*

- *DEG in Louisiana and Mississippi have completed their checklists*
- *The SER Disaster First Strike Team has been put on standby and is ready to respond this weekend, and is available to back up the Southwest if needed*
- *Vehicles and generators are away from low-lying areas and fueled except for the* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *area*
- *The highest location in* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *has been secured to park company vehicles*
- *All assets will be moved by COB today*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *semi-trucks with* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *generators and* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *fuel tank are being loaded and will be staged in* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *today*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *VRAD replacement cabinets are staged at the* [BEGIN

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

**CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *generator pool site for fast deployment if needed*

- **Another [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *are available in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] other SER ERW Warehouses*
- *Polling technicians for loaning to Louisiana or to the SWR if necessary*
- *Managers available to be loaned to any areas needing help*
- **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *DEG Sites in the flood potential area*
  - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *Fixed Generators in the Flood Potential Area*
  - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *Portable Generators in the Flood Potential Area*
  - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *Regional Emergency Generators will be staged in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*

TX:

- *Preparation calls continue for Texas to address any issues*
- *TRC and DEG will be establishing tracking events in PGDB Restore and TRC Outage reporter today for the coastal area and Central Texas*
- *Southwest Disaster First Strike Team has been activated and staging in the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] area Friday and will be used in both the coastal and Central Texas areas to support generator deployment*
- **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *managers and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] DEG technicians are being deployed from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] market, staging in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Saturday to support coastal restoration*
- **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *team will be towing generator and support assets from their local pools*
- *Regional pool site and support asset deployment will be determined today and will take place on Sunday*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *DEG in Texas has completed checklists up to landfall*
- **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *nodes are located in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] wire centers along the Texas coast considered highest risk*

Operational Certification & Advanced Tech Support (OCATS)

- *Moving [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] generators from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *CRE has requested [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] units from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] to be moved to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *Mobility has requested [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] additional units deployed from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].*
- *Deployments centers across the nation and contact points were made available*
- *OCATS Power Technical Support key contacts for Hurricane Harvey:*
  - *Key contacts list [Redacted]*

Global Supply Chain (GSC)

- *Reached out to impacted regions. RGENS have been contacted and are on standby monitoring the storm*
- *Warehouses are prepared to assist with the delivery of large items*

Travel Team

- *Key contacts and hours of operation identified.*

Fleet Operations

- *Emergency generators pools are on standby in the Southwest and Southeast regions*



Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *Assisting DEG in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *Sending [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] generators to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *Deploying [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] generators for mobility to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *Increased WEX card fuel amount limits for technicians*
- *Allowance for increase of charge limits on WEX Cards (Wright Express Card)*

Environmental Health and Safety (EH&S)

- *The Health and Safety Plan has been provided by EH&S*
- *EH&S is opening their internal Emergency and Disaster Response Center this afternoon*
- **Identify any situations in which AT&T did not implement the Framework (when both ESF-2 and DIRS were activated and explain why.**

*AT&T followed the Framework during Hurricane Harvey and there were no deviations from our normal procedures.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

Hurricane Irma (September 6 - September 18)

Summary of the Event

Hurricane Irma developed from a tropical wave near Cape Verde on August 30. Favorable conditions allowed Irma to rapidly intensify into a Category 3 hurricane late on August 31. On September 4, Irma intensified, becoming a Category 5 hurricane. On September 6, it made landfall in Cuba. Although land interaction weakened Irma to a Category 2 storm, the system re-intensified to Category 4 status as it crossed the warm waters of the Straits of Florida, before making landfall on Cudjoe Key on September 10. Irma weakened to Category 3 status, prior to another landfall in Florida on Marco Island later that day. The system degraded into a remnant low over Alabama and ultimately dissipated on September 13 over Missouri.

- Include a detailed list of both mutual aid and roaming agreements that AT&T had in place for each of the events, the names of the parties to the agreements, whether AT&T modified these agreements depending on the scope, location, and/or duration of the disaster, how AT&T operationalized each of these agreements, and what, if any, impediments AT&T faced in implementing or honoring these agreements.

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] requested roaming under disaster on September 8, 2017 for specific LACs in Florida. Because Hurricane Irma had not even hit Florida at the time [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] made this request, AT&T denied the request. AT&T subsequently opened up the LACs requested by [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] on September 14, 2017 after evaluating the performance data delivered by [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]. On September 18, 2017 [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] requested the LAC restrictions be put back into place. There were no requests for mutual aid. AT&T made no requests for mutual aid or roaming under disaster to another wireless carrier.

- Describe any instances in which either AT&T or another carrier declined a request for mutual aid or roaming and the surrounding circumstances.

*Except as described above, AT&T did not decline any requests for mutual aid or roaming under disaster from any operators during Hurricane Irma. AT&T did not request of another wireless carrier, and therefore no requests were denied, for mutual aid or roaming under disaster.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- Describe the extent to which AT&T implemented the CTIA Best Practices for Enhancing Emergency and Disaster Preparedness and Restoration during each event.

*The following provides an overview of the preparation for Hurricane Irma in the Florida, Georgia, South Carolina, and North Carolina. This includes the details from the GTOC – Event Management email as of September 7, 2017.*

Network Preparation Overview

Engaged Markets: FL, GA, SC, NC

GTOC Event Management (EM)

- GTOC EM is providing daily preparation updates at 15:00 CT via the GTOC Storm Report (email) until landfall occurs ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]) have been removed from the Preparation section).
- Impact has been realized for [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] which initiates twice daily Storm Reports at 09:00 and 15:00 CT.
  - The 09:00 CT Storm Report will include Impact Status Only.
  - The 15:00 CT Storm Report will include both Preparation and Impact Status.
- Updates are being made to the GTOC Hurricane Irma Blog Page at 09:00 and 15:00 CT until landfall occurs and all markets return to BAU.

GTOC Emergency Management Preparedness & Response (EMP&R)

- GTOC-SC Business Continuity Planning & Response
  - GTOC-SC Business Continuity is monitoring the storm.
  - The Technical Operations Emergency Management Center remains activated.
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Technology Operations OBCPs have been activated.
  - Yes/Okay has been activated for employees in Puerto Rico and the US Virgin Islands.
  - Fuel shortages are being reported in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].
- GTOC-SC Emergency Management/National Security and Emergency Preparedness (NSEP)
  - The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

**INFORMATION] [END CONFIDENTIAL INFORMATION]** LRCs are now activated and conducting daily status calls.

- The **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** EOC is activating today at 3:30 p.m. ET and will begin conducting daily status calls.
- The **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** LRC is not activated but will conduct its initial status call today.
- They continue to monitor the storm for possible activation.
- The Emergency Management Agencies (EMAs) in Georgia, North Carolina and South Carolina are now partially activated at Level 3.
- EMAs for Florida, Puerto Rico and the USVI remain fully activated at Level 1.
- AT&T Access Letters have been issued for Florida, Puerto Rico and USVI.
- Currently there are no access or credentialing issues.
- Coordination with power companies in Florida, Puerto Rico and USVI has been completed and they are prepared to support AT&T's restoration efforts when needed.
- **GTOC-SC Network Disaster Recovery (NDR)**
  - NDR has deployed **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** to **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]**.
  - Additional team members and equipment are being moved from the **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** warehouse to the **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** warehouse in **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]**.
  - Team members and equipment are being moved from the **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** warehouse to **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]**.
  - The remaining team members and assets deployed for Harvey will be moved toward the **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** area.
- **AT&T Weather Operations Center (AWOC)**
  - Created and posted the predictive polygons to the GTOC Storm tSpace for PR, USVI, FL, GA, and the Carolinas.
  - Monitoring the track of the storm and identifying areas of concern

GTOC National Coordinating Center (NCC)

- NCC liaison participating in ongoing NCC - All Telecom carrier preparation calls.

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- NCC is trying to determine how to expedite shipments/Deployments for Hurricane Irma into [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] has set their Fuel Emergency Plan in place.
- AT&T /NDR employees and vehicles (ECV's/COWS ) are currently on route to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].
- AT&T NCC/NDR team are prepping assets as needed for potential deployment.

Technical Field Services (TFS)

- TFS Field (Southeast)
  - Employees
    - Re-coverages of Yes/OK
  - Infrastructure/Resources ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Focus)
    - Offices ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])
    - MTSO Protection: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] in progress
    - CO/POP Protection: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] in progress
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] locations in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] added in last 24 hours
    - Power – [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Focus
    - Fueling to complete today
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] generators staged in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION], [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] staged through [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] WOW units and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- CONFIDENTIAL INFORMATION] portables staged in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
  - South FL: Moving vulnerable vehicles per local plan
  - LNS Fiber Maps are available on the Irma Blog.
  - Confirmed the LD (core) fiber network is [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] UG (underground) – minimal risk from flooding/storm surge.
  - Identified active UVN Customer Rings riding on AT&T ILEC fibers and will coordinate with local AT&T network resources on required restorations.
- Issues ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Focus)
  - Continuing to address fuel availability for [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] with Fleet / Supply Chain
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
  - Performing prep per related checklist
- TFS Data Center and Out of Region (DCOR) ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])
  - Impact has been observed in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and is captured in the impact section below.
- TFS DCOR Data Centers
  - DCOR has identified the following facilities in the path of the storm:
    - Cable Stations: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - Call Center Server Farm: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - Central Office: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - IDC: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - LD POP: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - MTSO: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - NTC: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - Server Farm: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- VHO: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
- DCOR has more information via the GTOC Blog

Construction and Engineering (C&E)

- Mobility and CLEC ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])
  - Impact has been realized in the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Market - C&E information for [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] will now appear in the impact section below.
- C&E Mobility (Southeast)
  - Resources
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] cell sites ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])
    - Fixed generator penetration: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] portable generators ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] generator crews ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]) logically positioned to deploy, refuel, and recover towable generators
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] COWS/COLTS ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])
    - Triage teams identified
  - Portable generator / Fuel plan
    - In-market generators will fill initial demand
    - Additional available HQ portable generators
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]—

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *should arrive in* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *today*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *being sent to* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *today*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *Staged in* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *yesterday are being sent to* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *today*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *in* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *– planned for staging in* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *– will support additional* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *demand* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *, will be used for the* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
- *Staging* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *Bobtails in* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *. They will accompany the* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *generator deployments into the market once the storm passes.*
- *Additional tanker support will accompany all HQ Gen Staging areas in* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *. – they are being lined up today for* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].
- *State Information:*
  - GA - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *VRADS sites in Irma's path.*
  - GA - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *local portable gens and* [BEGIN



Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *fixed gens located across the path.*
- GA - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *Regional Pool Site has [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Generators available.*
  - SC - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *VRAD sites in Irma's path.*
  - SC - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *Local portable gens and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] fixed gens located across path.*
  - SC - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *Regional Pool Site has [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Generators available*

RAN & Technology Reliability Centers (RRC & TRC)

- RRC:
  - RAN is holding our 2<sup>nd</sup> all Florida RAN prep call today to gather status of preparation checklist completion.
  - Finalizing database and map updates to capture the most recent mobility cell sites network configurations as well as all of our inbuilding / DAS systems in **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]**
  - Verifying all RAN teams have access and availability for monitoring / post storm needed RAN tools
  - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *are stopped after last night due to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] yesterday – we originally were going to stop after today.*
  - a **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *planned for [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] last night as well as a [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] that was planned for this upcoming Sunday were cancelled.*
  - Working with Mobility ATS OSS/ENM group on their original **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *next week to make sure there is no impacts for post storm recovery or to completely postpone it.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *was turned down and removed today due to safety concerns and will be redeployed as necessary post storm*
- *We are closely monitoring the current mobility network (especially and sites along evacuation routes) and making any parameter/network changes we can to improve their performance*
- *Post storm we will be:*
  - *Cell site status, post storm recovery of the wireless RAN network/cell sites, RAN configuration set up for COW deployments.*
  - *Reviewing and optimizing cell sites to compensate for out of service cell sites.*
  - *Work with C&E and/or Field Ops for any cell site assessments and what information needs to be physically verified.*
- *Power TRC:*
  - *Polygons have been distributed for checklist completion.*
  - *Teams are working through the checklists.*
  - *Monitoring the track of the storm.*

Performance Management & Operations (PM&O)

- *The PM&O teams for Florida, Georgia, and the Carolinas are monitoring the track of the storm and prepared to respond post landfall.*

Operational Certification & Advanced Tech Support (OCATS)

- *OCATS Field Technical Service (FTS)*
  - *Teams are standing by and prepared to respond as needed.*
  - *Resources are staged and ready for deployment in FL/GA/SC/NC.*
- *OCATS Power*
  - *Teams are standing by and prepared to respond as needed.*

Global Supply Chain (GSC)

- *Global Supply Chain (GSC) has identified surplus supplies from other hurricanes in our **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** Distribution Center (DC) that can be used to assist employees in the impacted area.*
- *The supplies consist of coolers, personal care kits, and other items which are being moved to **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** DC at this time. They will be sent to the cross docks at **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** and **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]**.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

Travel Team

- *Common Resource Lodging Requests—Total Room nights reserved*

Fleet Operations

- *Fleet is monitoring the status of the Storm and prepared to respond as needed.*
- *Generators will be tested and ready to go.*
- *BAU generators are filled to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] fuel capacity.*
- *Working to gather fuel (fuel appears to be a concern for this event)*
- *There are [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] fuel trucks available at this time.*
- *Equipment is staged in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and ready for deployment.*
- *Employees are being reminded to top off fuel daily and move company vehicles to higher ground if their homes are in flood-prone areas.*

Corporate Business Continuity Planning (CBCP)

- *CBCP Advisory Process is active.*
  - *The Global Emergency Management Center (GEMC) has activated Yes/Okay for Puerto Rico and the US Virgin Islands.*
- **Identify any situations in which AT&T did not implement the Framework (when both ESF-2 and DIRS were activated and explain why.**

*AT&T followed the Framework during Hurricane Irma and there were no deviations from our normal procedures.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

Hurricane Nate (October 8 – October 9)

Summary of the Event

Hurricane Nate originated from a broad area of low pressure over the Southwestern Caribbean on October 3. The disturbance moved northwest, organizing into a tropical depression the next day and attaining tropical storm intensity early on October 5. The storm moved ashore the coastline of Nicaragua thereafter. Nate began steady intensification over the warm waters of the northwestern Caribbean Sea and it attained hurricane strength while moving through the Yucatán Channel early on October 7. Early on the next day, Nate made landfall near the mouth of the Mississippi River in Louisiana. After crossing the marshland of the Mississippi Delta, it made its second landfall near Biloxi, Mississippi early on October 8.

- **Include a detailed list of both mutual aid and roaming agreements that AT&T had in place for each of the events, the names of the parties to the agreements, whether AT&T modified these agreements depending on the scope, location, and/or duration of the disaster, how AT&T operationalized each of these agreements, and what, if any, impediments AT&T faced in implementing or honoring these agreements.**

*AT&T did not receive any requests for mutual aid or roaming under disaster from any operators during Hurricane Nate. AT&T made no requests for mutual aid or roaming under disaster to another wireless carrier.*

- **Describe any instances in which either AT&T or another carrier declined a request for mutual aid or roaming and the surrounding circumstances.**

*AT&T did not decline any requests for mutual aid or roaming under disaster from any operators during Hurricane Harvey. AT&T did not request of another wireless carrier, and therefore no requests were denied, for mutual aid or roaming under disaster.*

- **Describe the extent to which AT&T implemented the CTIA Best Practices for Enhancing Emergency and Disaster Preparedness and Restoration during each event.**

*The following provides an overview of the preparation for Hurricane Nate in the Alabama, Mississippi, and Louisiana. This includes the details from the GTOC – Event Management email as of October 8, 2017.*

GTOC Emergency Management Preparedness & Response (EMP&R)

- *Business Continuity Planning & Response*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- GTOC-SC Business Continuity is monitoring the storm and is prepared to activate if necessary.
- At this time, no requests for assistance have been received and no OBCPs have been activated.
- Yes/Okay has been activated for employees who live or work in the impacted areas.
- Emergency Management/NSEP
  - The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] LRC ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]) remains activated and will conduct a status call today at 12:00 p.m. ET.
  - The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] LRC ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]) and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] EOC are monitoring the aftermath of the storm.
  - The state Emergency Management Agencies (EMAs) in AL, FL, LA, and MS remain activated at Level 1.
  - An access letter has been issued for AL, LA, MS, and the Florida Panhandle.
  - There are no access or credentialing issue at this time.
  - Contact with area power companies in AL, LA, MS, and FL continues as commercial power is being restored to all AT&T's sites.
- Network Disaster Recovery (NDR)
  - NDR is monitoring the storm's impact and is prepared to respond as necessary.
- AT&T Weather Operations Center (AWOC)
  - Created and posted the predictive polygons to the GTOC Storm tSpace

Technical Field Services (TFS)

- TFS Power (Southeast)
  - All CO and MTSO facilities operating on commercial power
- TFS DCOR Data Centers
  - There are no known impacts to any DCOR location associated with Hurricane Nate.
  - No further status calls due to the storm downgrading to a Tropical Depression.

Construction and Engineering (C&E)

- C&E Mobility Operations (Southeast)
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] fixed gens running ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *portable generators currently running*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *portable generators currently in route*
- C&E Digital Electronics Group (DEG)
  - Mississippi
    - Legacy Site Outages:
      - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *Sites OOS ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])*
      - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *Sites on Battery ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])*
      - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *Sites needing Replacement. ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])*
  - Alabama
    - Legacy Site Outages:
      - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *Sites OOS ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])*
      - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *Sites on Battery ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])*
      - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *Sites needing Replacement. ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])*
- Identify any situations in which AT&T did not implement the Framework (when both ESF-2 and DIRS were activated and explain why.

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

*AT&T followed the Framework during Hurricane Nate and there were no deviations from our normal procedures.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

Hurricane Maria (September 20, 2017 – March 23, 2018)

Summary of the Event

Hurricane Maria became a tropical storm on September 16, east of the Lesser Antilles. Maria reached Category 5 strength on September 18 just before making landfall on Dominica. On September 20, it weakened to a high-end Category 4 hurricane by the time it struck Puerto Rico. Interaction with land further weakened the hurricane, though it regained some strength as it moved northeast of the Bahamas. Moving slowly to the north, Maria gradually degraded and weakened to a tropical storm on September 28.

- Include a detailed list of both mutual aid and roaming agreements that AT&T had in place for each of the events, the names of the parties to the agreements, whether AT&T modified these agreements depending on the scope, location, and/or duration of the disaster, how AT&T operationalized each of these agreements, and what, if any, impediments AT&T faced in implementing or honoring these agreements.

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] requested that [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] open up LACs for Voice and SMS roaming only in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]

In addition, [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] requested that [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] open up LACs for voice and SMS roaming only in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION], and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] requested that [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] open up LACs for Voice and SMS roaming in the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]



Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

*In addition, [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] requested that [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] open LACs for Voice and SMS roaming in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] on September 29, 2017.*

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] requested that [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] open up LACs for roaming that included voice, SMS, and data services in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] requested that [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] open up LAC roaming for Voice and SMS in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]

*There were several requests for mutual aid that were made in connection with Hurricane Maria which were not documented by date. The following includes some of the more significant requests that were granted during the months of recovery. AT&T loaned a large generator to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] that was used to keep its mobility switching office on-line. AT&T had [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] of cell sites on backup generator during the extended commercial power outage in Puerto Rico and we allowed [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] access to several of these generators to keep power to its sites. In addition, we provided power from our generators to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

*AT&T also shared security resources on Puerto Rico to ensure maximum protection for all backup generators.*

- **Describe any instances in which either AT&T or another carrier declined a request for mutual aid or roaming and the surrounding circumstances.**

*AT&T did not decline any requests for mutual aid or roaming under disaster from any operators during Hurricane Maria. No other carriers declined AT&T's request for roaming under disaster for Hurricane Maria.*

- **Describe the extent to which AT&T implemented the CTIA Best Practices for Enhancing Emergency and Disaster Preparedness and Restoration during each event.**

*The following provides an overview of the preparation for Hurricane Maria in Puerto Rico and the US Virgin Islands. This includes the details from the GTOC – Event Management email as of September 20, 2017.*

GTOC Event Management (EM)

- *GTOC EM is providing detailed impact reporting updates via the GTOC Storm Report (email) and on the GTOC Hurricane Maria Blog Page at 09:00 and 15:00 CT until impact is no longer expected.*

GTOC Emergency Management Preparedness & Response (EMP&R)

- **Business Continuity Planning & Response**
  - *GTOC-SC Business Continuity is monitoring the storm*
  - **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *Technology Operations OBCPs have been activated*
  - *The TechOps EMC is communicating with its members and is prepared to activate if necessary*
- **Emergency Management/NSEP**
  - **The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *LRC remains activated and starting tomorrow will begin conducting joint daily status calls with the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Emergency Operations Center (EOC)*
  - **The activated [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *EOC will shift its focus from support of network restoration for Hurricane Irma to preparation and restoration efforts in response to Hurricane Maria*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *The Emergency Management Agencies (EMAs) for Puerto Rico and the USVI remain fully activated at Level 1 in preparation for impact for this event*
- *A new AT&T Access Letter has been issued for Puerto Rico and the USVI*
- *Currently there are no access or credentialing issues*
- *Restoration efforts with power companies Puerto Rico and the USVI continue due to the impact from Hurricane Irma and will continue for Hurricane Maria*
- *Network Disaster Recovery (NDR)*
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
  - *NDR's satellite SME is on [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and is prepared to stay in the hardened cable station until Maria has passed*
  - *GTOC-SC NDR is monitoring the storm's impact and is prepared to respond further if necessary*
- *AT&T Weather Operations Center (AWOC)*
  - *Monitoring the storm and providing updates on the GTOC Storm tSpace*

Construction and Engineering (C&E)

- *Currently assessing initial impact.*

Technical Field Services (TFS)

- *PR/USVI*
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *switch at [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] is on generator*
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *sites on generator for the MTSO and Cable Stations in the affected areas.*
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *sites in Puerto Rico and the Virgin Islands are now on generator.*

Travel Team

- *Key contacts and hours of operation identified*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]** *after hours support is available*

Corporate Business Continuity Planning (CBCP)

- CBCP Advisory Process, InfoNow and Yes/Okay process are not active at this time.
- Active OBCPs: **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]**
- Active EMCs: **[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]**
- Yes/OK implemented for PR and USVI
- Both events will be activated upon impact
- Monitoring the progression of the storm
- GEMC Command Center Established
  - Facilitation of 1x per day Business Unit Emergency Management Center (BU EMC) Responder checkpoints
  - 'War room' efforts initiated for Yes Okay, Employee Assistance, and Business Continuity
  - Partnership with Network Disaster Recovery efforts
- Identify any situations in which AT&T did not implement the Framework (when both ESF-2 and DIRS were activated and explain why.

*AT&T followed the Framework during Hurricane Maria and there were no deviations from our normal procedures.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

2018 Event Summary (ESF-2/DIRS Events)

Hurricane Lane (August 22 – August 26)

Summary of the Event

Lane was the twelfth named storm, sixth hurricane, and fourth major hurricane of the 2018 Pacific hurricane season. It originated from a tropical wave that began producing disorganized thunderstorm activity several hundred miles off the Southern coast of Mexico on August 11. Gradual strengthening occurred, which resulted in Lane reaching hurricane status by August 17, followed by rapid intensification that brought Lane to its initial peak intensity as a Category 4 hurricane on August 18. On August 19, Lane crossed into the Central Pacific basin, where increased wind shear weakened it. However, on August 20, Lane re-intensified into a Category 4 hurricane, and reached Category 5 intensity early on August 22. Lane began a westwards course away from the Hawaiian Islands as influence from the easterly trade winds increased as Lane weakened. On August 29, Lane became a remnant low, and dissipated shortly afterward.

- **Include a detailed list of both mutual aid and roaming agreements that AT&T had in place for each of the events, the names of the parties to the agreements, whether AT&T modified these agreements depending on the scope, location, and/or duration of the disaster, how AT&T operationalized each of these agreements, and what, if any, impediments AT&T faced in implementing or honoring these agreements.**

*No roaming under disaster requests or requests for mutual aid were made of or by AT&T during Hurricane Lane.*

- **Describe any instances in which either AT&T or another carrier declined a request for mutual aid or roaming and the surrounding circumstances.**

*No roaming under disaster requests or requests for mutual aid were made of or by AT&T during Hurricane Lane and therefore, no requests were denied.*

- **Describe the extent to which AT&T implemented the CTIA Best Practices for Enhancing Emergency and Disaster Preparedness and Restoration during each event.**

*The following provides an overview of the preparation for Hurricane Lane in AT&T's Hawaii market area. This includes the details from the GTOC – Event Management email as of August 22, 2018.*

GTOC Emergency Management Preparedness & Response

- *Business Continuity Planning & Response*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *Monitoring the storm impact.*
- *No requests for assistance have been received and no OBCPs have been activated.*
- *The TechOps EMC is prepared to activate if necessary.*
- *Emergency Management/NSEP*
  - *NSEP has not identified any credentialing or access related issues.*
- *Network Disaster Recovery (NDR)*
  - *NDR is on stand-by.*
  - *Proactively shipped [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] to be available for deployment on COLT [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] or COW [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]. Delivery is pending the resumption of [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].*
  - *There is also [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] currently deployed at the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]. NDR is preparing [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] for quick deployment to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] if necessary.*
- *AT&T Weather Operations Center (AWOC)*
  - *Created and posted the predictive polygons to the GTOC Storm tSpace.*
  - *Daily weather briefings are being provided as requested*

GTOC National Coordinating Center (NCC)

- *No updates at this time*

Corporate Real Estate (CRE)

- *CRE status is alert and monitoring.*
- *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] cable stations – backup sump pumps and hoses purchased. Sandbags are staged on site.*
  - *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] has boarded outside double doors facing ocean. The cable stations are [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]- satellites are in "stored" position
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] CO – checklist is complete ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] MTSO – Extra foil tape and caulking are staged
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] admin and switch – landlord has staged sandbags

Technical Field Services (TFS)

- Facilities Identified:
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] MTSOs
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Cable Stations
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Central Offices
- Hurricane checklist were completed for all stations ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]). Fuel levels were topped off at all critical sights in July.
- The latest disaster preparation checklist is available

Construction & Engineering (C&E )

- C&E - Mobility Operations:
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] is deployed ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]) with NDR satellite ECP backhaul to support air quality sensors, general public and first responders in the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
  - WiFi/VoIP ECP deployed at [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] for [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] command center
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] is ready to be deployed to [BEGIN CONFIDENTIAL INFORMATION]

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

INFORMATION] [END CONFIDENTIAL INFORMATION] once transport is delivered (Contract is being finalized)

- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] is sitting in the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] parking lot ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]) available for deployment
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] is sitting in the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] parking lot ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]) available for deployment until planned deployment to the v
  - We are working with the NDR team to get [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Satellite backhaul ECP shipped to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] over the next week
  - There are [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] other COWS deployed for longer term events/uses.
  - For Tropical Storm Lane, we have [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Flying COWs currently on standby in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] to deploy to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]. We have not been asked to ready any inspection drones, but we can do so quickly if needed.
- C&E - Digital Electronics Group (DEG):
    - No updates at this time
  - C&E - Outside Plant (OSP):
    - No updates at this time

RAN & Technology Reliability Centers (RRC & TRC)

- East/West Ran Reliability Center (RRC)
  - No updates at this time
- Power Technology Reliability Center (TRC)
  - The TRC's are completing their check list and monitoring storm path.
  - No impact to power at this time.

Performance Management & Operations (PM&O)



Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *No updates at this time*

Operational Certification & Advanced Tech Support (OCATS)

- OCATS - Field Technical Services (FTS):
  - *Currently BAU*
- OCATS - Power:
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *MTSOs*
  - *MTSO* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
  - *MTSO* - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]

Global Supply Chain (GSC)

- *Supply Chain is on standby ready to engage suppliers once the CRR tool opens.*

Travel Team

- *Key contacts and hours of operation identified*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *after hours support is available*

Fleet Operations

- *Fuel provider for the continental US has been placed on stand-by in case we need to mobilize fueling equipment.*
- *There would be an approximate [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] lead time to ship equipment. in past storms the fueling infrastructure has been handled locally due to terrain and specialty equipment*
- *In the process of prepping some generators at our [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] pool site to ship to [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] for early next week departure.*
- *Looking into the possibility of shipping some generators from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*

Environmental Health and Safety (EH&S)

- *EH&S is monitoring the storm.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *EH&S is prepared to respond as necessary.*
- *EH&S will open its Emergency and Disaster Response Center (EDRC) later today (21-AUG)*
- **Identify any situations in which AT&T did not implement the Framework (when both ESF-2 and DIRS were activated and explain why.**

*AT&T followed the Framework during Hurricane Lane and there were no deviations from our normal procedures.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

Hurricane Florence (September 12 – September 24)

Summary of the Event

Hurricane Florence was the sixth named storm, third hurricane, and the first major hurricane of the 2018 Atlantic hurricane season. By the evening of September 13, Florence had been downgraded to a Category 1 hurricane, though the storm began to stall as it neared the Carolina coastline. Early on September 14, Florence made landfall in the United States just South of Wrightsville Beach, North Carolina, and weakened further as it slowly moved inland. Florence degenerated to a post-tropical cyclone over West Virginia on September 17, and two days later, the remnants of Florence were absorbed into another frontal storm.

- Include a detailed list of both mutual aid and roaming agreements that AT&T had in place for each of the events, the names of the parties to the agreements, whether AT&T modified these agreements depending on the scope, location, and/or duration of the disaster, how AT&T operationalized each of these agreements, and what, if any, impediments AT&T faced in implementing or honoring these agreements.

*AT&T received one request for roaming under disaster from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] on 9/15/2018.*

- Describe any instances in which either AT&T or another carrier declined a request for mutual aid or roaming and the surrounding circumstances.

*While AT&T was assessing its own network and evaluating the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] request, [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] cancelled its request on 9/18/2018 because it was able to recover its own network in the interim.*

*ATT did not request roaming from any operators.*

*No requests for mutual aid of or by AT&T were made with respect to Hurricane Florence.*

- Describe the extent to which AT&T implemented the CTIA Best Practices for Enhancing Emergency and Disaster Preparedness and Restoration during each event.

*The following provides an overview of the preparation for Hurricane Florence in AT&T's North Carolina, South Carolina, Georgia, and Virginia market areas. This includes the details from the GTOC – Event Management email as of September 13, 2018.*

*GTOC Emergency Management Preparedness & Response*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *Business Continuity Planning & Response*
  - *Monitoring the storm impact.*
  - *No requests for assistance have been received and no OBCPs have been activated.*
  - *The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] EMC is prepared to activate if necessary.*
- *Emergency Management/NSEP*
  - *The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] LRC remains activated and is still conducting daily status calls at 3:00 p.m. ET.*
  - *The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] LRC and the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] EOC continue to monitor the path of TD Florence. Neither center is activated at this time.*
  - *The South Carolina, North Carolina, and Virginia Emergency Management Agencies (EMA) State EOCs remain fully activated.*
  - *Although the Georgia State EOC is now deactivated, the AT&T Access Letter remains in effect for this event for GA, NC, SC and VA if needed.*
  - *There are no credentialing or access issues at this time.*
  - *The Common Resource Request (CRR) Tool is still activated to support this event.*
  - *Power Company Liaisons are still engaged with power companies in NC and SC for potential support for power restoration to critical sites.*

AWOC — AT&T Weather Operations Center

- *Creating predictive polygons to the GTOC Storm tSpace.*
- *Daily weather briefings are being provided as requested*

Corporate Real Estate (CRE)

- *Preparations complete for all identified sites.*

Technical Field Services (TFS)

- *General Operations*
  - *Working with CRR & Capacity planning on loans into affected areas to begin 9/24*
  - *Not dispatching in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] or [BEGIN CONFIDENTIAL*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- INFORMATION] [END CONFIDENTIAL INFORMATION] and in some areas around [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] due to continued or worsening flooding
- The overall repair load as of 9/19/19
    - NC – [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] healthy
    - SC – [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] healthy
    - Repair load is up [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] since landfall
  - Construction & Engineering (C&E)
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] HQ Portable Gens deployed in staging yards
      - VA: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
      - NC: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
      - SC: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
      - GA: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] BAU Portable Gens strategically placed throughout region:
      - VA/WV: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
      - NC/SC: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
      - GA: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] (from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])
    - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] sites wrapped/sandbagged
    - High water vehicles and boats secured
    - Critical equipment sparing being done by SCM

Network Disaster Recovery (NDR)

- Deployments (all providing Band 14 & LTE coverage):
  - In support of FirstNet requests, SatCOLTs are in service in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- NDR is supporting a drone (flying COW) deployment in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] (ECP and mobile command center deployed).
- Additional Notes:
  - Additional assets/personnel in ready state to support operations when/if needed (damage assessments and customer requirements).
  - This includes Central Office (Layer 1,2,3,4) DR assets on trailer, SatCOLTs, ECVs, charging stations, etc.
  - NDR Incident Command tied into local response efforts via [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] LRC and GTOC.
  - Also tied into State EOC via External Affairs/FirstNet personnel, and Federal response through NCC liaison functions
  - ATS Power has pre-staged large CO and MTSO generators ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION])
- Additional Aerial Deployments
  - The drone was in the air for a while taking traffic [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
  - While airborne, the LTE system performed very well - from the installed RAN system through the satellite backhaul.
  - The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Flying COW is scheduled to arrive in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] today and will be deployed as soon as it arrives.

Asset Protection

- Virginia
  - Currently monitoring the storm and making sure tool/equipment used are ready to go.
  - Coordinating with SE team.
  - Security for these events is now owned by Corporate Real Estate.
  - Our GEMC contacts have been monitoring the activity of the storm

Travel Team

- Key contacts and hours of operation identified
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] after hours support is available

Fleet Operations

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- Fuel trucks in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].
- If roads are open, fuel can be provided for generators and company vehicles.
- Currently have equipment staged in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] locations throughout the [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] states.
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] is the most difficult to access, with only [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]

First Net Operations

- Additional EOC Notes
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] has staff assigned but has not activated.
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] may activate and will be staffed if needed.
- ACTIONS
  - Coordinating with all Liaison in each state and have been processing requests.
  - The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] EOC open 24/7 as of Thursday Morning.
  - There are [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] open FirstNet requests for deployment, [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] canceled

Environmental Health and Safety (EH&S)

- Health and Safety Plan (HaSP)
- EH&S is monitoring the storm.
- EH&S is prepared to respond as necessary.

Corporate Business Continuity Planning (CBCP)

- BCP Homepage
- AT&T InfoNow is activated at this time for this event

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *AT&T Yes/Okay Event Reporting is [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] complete for Region 1 and Region 2. BU Yes/Okay Contact 1x daily calls at 11am ET are still scheduled until further notice*
  - *Continuing to monitor flooding in NC and SC for potential Yes/Okay activity*
  - *A BU managed event has been created in Yes/Okay for BU's to self-account for flood impacted employees. Event name: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *Business Continuity Plan Activation (3, previously 2)*
  - *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] OBCP: Digital, Retail, and Care - Retail Sales, Service East Region*
  - *[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] EMC: Retail Crisis Management*
  - *Continuing to work with AT&T Weather Operations Center to identify impacted counties*
- *CRR Tool activated Sept 11 with Event ID [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]*
- *GEMC Employee Resources Team is continuing to work through the preparedness checklist. Bottled water and a limited number of emergency relief kits are being positioned should there be a need to establish Supply Distribution Centers for Employees post storm impact*
- **Identify any situations in which AT&T did not implement the Framework (when both ESF-2 and DIRS were activated and explain why.**

*AT&T followed the Framework during Hurricane Florence and there were no deviations from our normal procedures.*



Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

Hurricane Michael (October 9 – October 26)

Summary of the Event

Hurricane Michael was the thirteenth named storm, seventh hurricane, and second major hurricane of the 2018 Atlantic hurricane season. Michael originated from a broad low-pressure area that formed in the Southwestern Caribbean Sea on October 2. The disturbance became a tropical depression on October 7, after nearly a week of slow development. By the next day, Michael had intensified into a hurricane near the western tip of Cuba, as it moved northward. The hurricane strengthened rapidly in the Gulf of Mexico, reaching major hurricane status on October 9, peaking as a high-end Category 4 hurricane on the Saffir–Simpson scale. Approaching the Florida Panhandle, Michael attained peak winds of 155 mph (250 km/h) as it made landfall near Mexico Beach, Florida, on October 10, becoming the first to do so in the region as a Category 4 hurricane, and making landfall as the strongest storm of the season. As it moved inland, the storm weakened and began to take a northeastward trajectory toward Chesapeake Bay, weakening to a tropical storm over Georgia, and transitioning into an extratropical cyclone off the coast of the Mid-Atlantic states on October 12. Michael subsequently strengthened into a powerful extratropical cyclone and eventually impacted the Iberian Peninsula, before dissipating on October 16.

- **Include a detailed list of both mutual aid and roaming agreements that AT&T had in place for each of the events, the names of the parties to the agreements, whether AT&T modified these agreements depending on the scope, location, and/or duration of the disaster, how AT&T operationalized each of these agreements, and what, if any, impediments AT&T faced in implementing or honoring these agreements.**

*AT&T did not receive or make any requests for mutual aid to/from other wireless carriers during Hurricane Michael. AT&T did not make any requests to roam on the networks of other operators during Hurricane Michael.*

*AT&T received a request (via e-mail) from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] to roam on AT&T's 3G network in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] on October 15, 2018. After evaluating AT&T's network status in [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and receiving forecast demand data from [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION], AT&T honored [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] request and opened roaming on October 15, 2018.*

*AT&T did not make any requests to roam on the networks of other providers during Hurricane Michael.*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- Describe any instances in which either AT&T or another carrier declined a request for mutual aid or roaming and the surrounding circumstances.

*AT&T did not decline any requests for mutual aid or roaming under disaster from any operators during Hurricane Michael. AT&T did not request of other wireless carriers, and therefore no requests were denied, for mutual aid or roaming under disaster.*

- Describe the extent to which AT&T implemented the CTIA Best Practices for Enhancing Emergency and Disaster Preparedness and Restoration during each event.

*The following provides an overview of the preparation for Hurricane Michael in AT&T's Northern Florida, Georgia, Alabama, North Carolina, and South Carolina market areas. This includes the details from the GTOC – Event Management email as of October 10, 2018.*

GTOC Emergency Management Preparedness & Response

- Business Continuity Planning & Response
  - Monitoring the storm impact.
  - No requests for assistance have been received and no OBCPs have been activated.
  - The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] EMC is prepared to activate if necessary.
- Emergency Management/NSEP
  - The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] LRC ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]) remains activated.
  - The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] LRC ([BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]) and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] EOC are now deactivated.
  - The EOC Leadership Team will be participating in the Daily Status Calls being conducted at 11:00 a.m. ET.
  - The Georgia Emergency Management Agency (EMA) State EOC remains activated at Level 1 (Fully Activated).

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- The [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] and [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] EOCs are now both partially activated.
- There are no access issues at this time.
- An AT&T Access Letter remains in effect for this event.
- Power Company Liaisons from the activated LRCs continue to coordinate with the local power companies for mutual support during the restoration

Technical Field Services (TFS)

*Employee Impacts*

- Pwr/MTSO: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
- Gulf FL: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].
- GA: [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
- Yes/OK Activated.

*Power Operations*

- Portable Status
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] portables on CO's
  - [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] portables on REGEN's
- Fueling & Recharging Plan
  - Refueling continues

*CIM/CO/MTSO Operations*

[BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Sites Restored with [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] Fiber Restoration.

- Failures Being Worked by TFS.
- TFS Strike Teams Being Formed to Facilitate Triage, Failure Creation/Information, Single Trouble Repair.

*Findings Handed Off to Appropriate Teams.*

- GA (No changes from 10/24 morning)

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- *Intra-District loan:* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] into [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION], [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] into [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] effective Oct. 18.
- *Service Emergency declared in TFS IM/GA in the* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *counties covering* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION], *effective October 16.*
- *Out of District loaners from* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]

Network Disaster Recovery (NDR) & ATS Power

- *SatCOLTs are providing FirstNet customer coverage in* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *and a bunk trailer are in service at* [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION].

RAN & Technology Reliability Centers (RRC & TRC)

- *Currently BAU.*

Travel Team

- *Key contacts and hours of operation identified*
- [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] *after hours support is available*

Fleet Operations

- *Locations identified where we currently have fueling equipment*

First Net Operations

- *ACTIONS*

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

- There are [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION] open FirstNet requests for deployment

Corporate Business Continuity Planning (CBCP)

- CRR Tool
  - AT&T Yes/Okay Event Reporting is activated.
  - CRR Tool is activated with the event ID [BEGIN CONFIDENTIAL INFORMATION] [END CONFIDENTIAL INFORMATION]
  - work with their Finance teams to establish a separate project tracking code
  - Customer facing organizations are to follow BAU procedures for customer and external partner messaging - utilize approved information available on the AT&T Hurricane Michael storm blog.
    - GEMC Employee Resources Team is working through the preparedness checklist should there be a need to establish Supply/Fuel Distribution Centers for Employees post storm impact
    - AT&T Employee Relief Fund is available for employees to apply for assistance
- Identify any situations in which AT&T did not implement the Framework (when both ESF-2 and DIRS were activated and explain why.

AT&T followed the Framework during Hurricane Michael and there were no deviations from our normal procedures.

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

Glossary of Terms

Abbreviation/Acronym	Definition
ATS	Advanced Technical Support (team within AT&T)
AWOC	A&T Weather Operations Center (team within AT&T)
BAU	Business As Usual
C&E	Construction and Engineering (team within AT&T)
CBCP	Corporate Business Continuity Planning (team within AT&T)
CO	Central Office
COLT	Cell site on Light Trunk
COW	Cell site on Wheels
CRE	Corporate Real Estate team (team within AT&T)
DCOR	Data Center Out of Region (team within AT&T)
DEG	Digital Electronics Group (team within AT&T)
DR	Disaster Recovery
ECP	Emergency Communications Portable
ECV	Emergency Communications Vehicle
EH&S	Environmental Health and Safety (team within AT&T)
EMP&R	Emergency Management Preparedness & Response (team within AT&T)
GEMC	Global Emergency Management Center (team within AT&T)
GSC	Global Supply Chain (team within AT&T)
GTOC	Global Technology Operations Center (team within AT&T)
HQ	Headquarters
IDC	Internet Data Center
LAC	Location Area Code – group of cell sites used for signaling purposes
LD-POP	Long Distance Point of Presence
LRC	Local Response Center
MCAC	Mobility Contact Administration Center (team within AT&T)
MTSO	Mobile Telephone Switching Office
MVDT	Mobility Vendor Dispatch Team (team within AT&T)
NCC	National Coordinating Council – Department of Homeland Security
NDR	Network Disaster Recovery (team within AT&T)
NSEP	National Security Emergency Preparedness – Department of Homeland Security
NTC	Network Technology Center (Network Data Center)
OCATS	Operational Certification and Advanced Technical Support (team within AT&T)
OOS	Out Of Service
OSP	Outside Plant
PM&O	Performance Management and Operations (team within AT&T)
SatCOLT	Satellite Cell on Light Trunk
SIR	Service Interruption Report
TechOps	Technical Operations (team within AT&T)

Appendix: 2017/2018 Event Summary (ESF-2/DIRS Events)

TFS	Technical Field Services (team within AT&T)
TFS	Technical Field Services (team within AT&T)
TRC	Technology Reliability Center (team within AT&T)
VHO	Video Head Office
VRAD	Video Ready Access Device
Yes/Okay	Internal Tool to Track Employee safety

**REDACTED—FOR PUBLIC INSPECTION**

# Attachments 1-4

**Redacted in its Entirety**